

Boost Compliance and Reimbursement with Automated Face-to-Face Documentation



As home health, hospice, and private duty agencies grow, so does the demand for efficient compliance management. With a larger client base comes greater responsibility—particularly in maintaining accurate Face-to-Face (FTF) documentation, a key requirement for meeting regulatory standards and ensuring prompt reimbursement.

According to the Medicare Fee-For-Service Improper Payments Report, an estimated \$80.57 billion in improper payments, with a **payment error rate of 15.62%**.

Face-to Face Documentation Visit Requirements

Who can complete the FTF visit?

A physician or a qualified non-physician practitioner (NPP) such as a nurse practitioner or physician assistant can complete it.

What are the timing requirements for Medicare home health?

The visit must occur 90 days before or 30 days after the start of care.

When is the FTF visit required for hospice?

The physician must confirm terminal illness with life expectancy of six months or less



Certified Physician Documentation Requirements

What must the physician document during the visit?

The physician must provide a clear explanation of the patient's condition, justify the medical necessity for skilled services, and confirm the patient is homebound.

What details are needed for home health documentation?

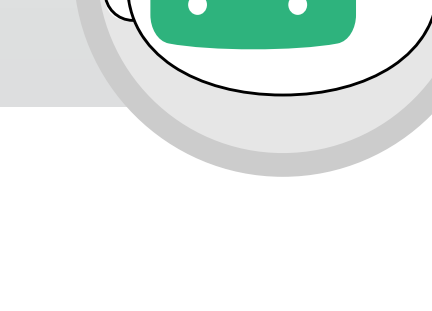
Therapy needs and functional limitations must be outlined.

What should hospice documentation include?

It should include a brief clinical narrative supporting a six-month or less terminal prognosis.

What is required before submitting the claim to Medicare?

Physicians must sign and date the document.



Common Pitfalls in FTF Documentation

Missed Deadlines

Required visits are not always completed within the mandated timeframes, jeopardising service eligibility and reimbursement.



1

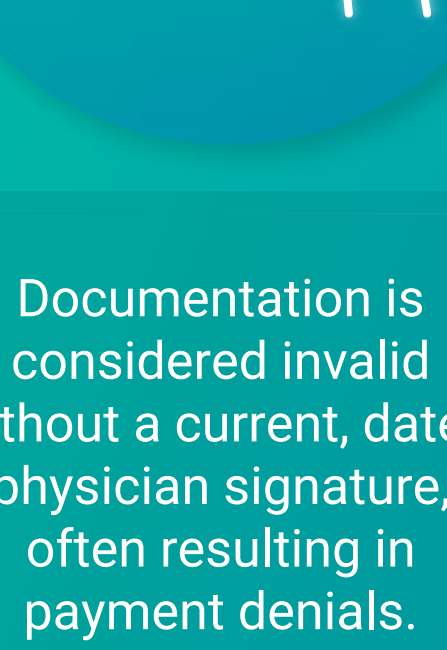
Incomplete Documentation

Notes often lack the specificity needed to establish medical necessity, leading to questions during audits.



3

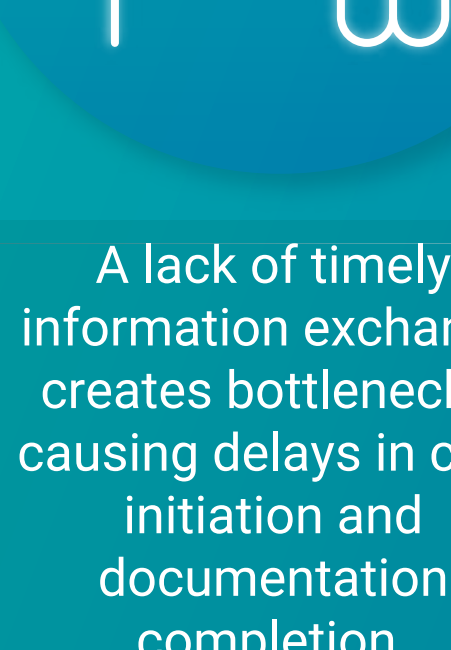
2



Documentation is considered invalid without a current, dated physician signature, often resulting in payment denials.

Missing Signatures

4



A lack of timely information exchange creates bottlenecks, causing delays in care initiation and documentation completion.

Delayed Communication

Optimizing Face-to-Face Compliance: How AI Is Transforming Home Care Documentation

1 Smart Scheduling & Deadline Alerts

In FTF Documentation, automated reminders ensure FTF visits are completed on time.

- Notifies clinicians when visits are due
- Triggers alerts for upcoming or missed deadlines

Result: No more missed windows or last-minute scrambles.

2 AI-Powered Note Validation

Using Natural Language Processing technology reviews clinical notes for required terms:

- Homebound status
- Skilled care need
- Terminal illness (for hospice)

Result: Clearer, audit-ready documentation, Flags missing or unclear content in real time.

3 Real-Time Document Pre Checks

AI tools can reviews Face-to-Face documentation forms as they're created:

- Spots missing narratives
- Flags inconsistencies
- Auto-fills standard data

Result: Faster turnaround, fewer errors, consistent records.

4 Digital Signature Tracking

Never miss a sign-off again with AI & Automation solution. AI tools can

- Tracks physician signatures
- Sends automatic reminders

Result: Avoids delays and denials due to unsigned forms.

5 Compliance Risk Scoring

AI tools assigns risk scores to each record based on:

- Completeness
- Timeliness
- Accuracy

Result: Proactive quality control before submission, flag high risk cases for manual review.

6 Automated Follow Up

AI & Automation tools can keeps workflows moving with smart reminders:

- Prompts clinicians for edits or clarifications
- Follows up with physicians

Result: Smooth communication, less manual chasing.

7 AI-Driven Plan of Care(POC) Alignment

Based on FTF findings, AI tools in home care can auto-suggests:

- Updates to goals, services, and diagnoses

Result: Seamless care plans aligned with compliance rules.

8 Real-Time Audit Logs

AI & automation solution can track every step with time-stamped logs:

- Who did what and when
- Edits, signatures, and updates

Result: Full transparency and audit readiness.

9 Pre-Submission Claims Validation

Before billing, AI tools in home care can confirms FTF compliance:

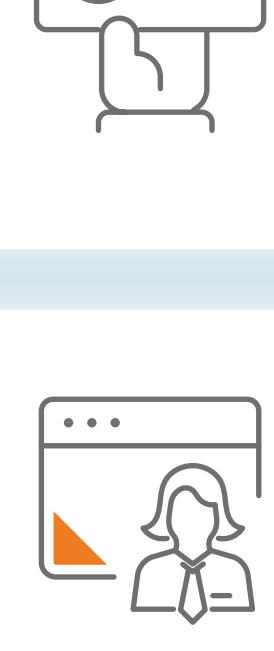
- Verifies alignment with Medicare/payer rules
- Ensures all required info is present

Result: Fewer rejections, faster reimbursements, more clean claims.

AutomationEdge Careflo

for

HomeCare Compliance Management



EVV Compliance

Automates Caregiver Check-Ins and Check-Outs to meet Medical Requirements



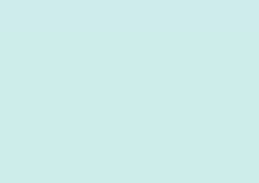
Real-time Tracking

Ensures accurate logging of visit details for audits and payroll



Claims Processing

Automates claims submissions and error correction for billing accuracy



EHR Integration

Integrates with EHR generate precise billing codes

Data Analytics

Uses predictive analytics to identify compliance trends and risks

Actionable Insights

Provides insights to improve documentation and billing accuracy

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